



Welcome Kit Contents

All employees of VITA (former employees of DIT, DTP, and VIPNet Authority) will receive “welcome kits” on their desks when they arrive on the first day of VITA. The welcome kit is designed to inform VITAzens of their responsibilities, of the activities in the coming days and months, and of opportunities that lie ahead.

The welcome kit itself is a custom-printed pocket folder containing the following materials:

Item	Description	Medium
Governor Warner Letter	Letter from the Governor welcoming employees and entrusting them with the creation of VITA	Governor’s letterhead
Chief Transition Officer Letter	Letter from the VITA CTO welcoming employees and charging them to focus on service continuity and making VITA a success	VITA stationery
Principles of VITAzenship	Information sheet describing VITA’s values and how they relate to the behavior of individuals	VITA insert sheet
Your Everyday Guide to VITA	List of items that are changing and reminders for employees to update voice mail, remove old stationery, etc.	Green one pager
Schedule of Events	Schedule of activities for June 30 – July 9	Gold one pager
Phases of Transition	High level overview of the four phases of transition in the creation of VITA over the next 18 months	VITA insert sheet
VITA Phone Directory	Abbreviated phone list of VITA directorates and divisions	Turquoise one pager
Internet & Intranet Guide	Overview of the four Web sites related to VITA and the Virginia.gov conversion and the VITA intranet	Turquoise one pager
Virginia.gov FAQs	Questions and answers related to the conversion of URLs and e-mail addresses to the new Virginia.gov standards and naming convention	Green one pager
A Logo For All Seasons	The “Do’s and Don’ts” for using the new VITA logo	VITA insert sheet
Interim Reporting Guidance	Information on the reporting structure until the new VITA leadership is named July 8 th . Includes a chart for those in an “acting” capacity.	Orange one pager
HR Policy Update	Overview of HR policies and significant changes.	Orange one pager
HR Forum	Invitation to attend two open forum HR sessions on July 2	Gold one pager
Business cards/holder	Each employee received 10 VITA business cards in a clear business card holder	Avery Card Stock (preprinted) Plastic holders
Lapel pins	VITA lapel pin, ¾ inch, metal	Lapel pin

July 1, 2003

Dear VITA Team,

I want to personally thank you for accepting the challenge of building VITA and your stewardship of the tremendous value it will bring to our state. Virginia can no longer afford the “old way” of handling Information Technology - we must all adopt a new enterprise approach, serving our many customers with a single face and building a Commonwealth of Opportunity.

You are the vanguard of this cultural change in state government. VITA's success will serve as the blueprint for comprehensive reform in other areas of state government and enable substantial long-term savings. In the near term, the most important thing VITA can do to help the agencies and people it serves is to help get them involved in the transition. Together we will do good things for our customers, who are the people of Virginia.

Please know that I am very committed to VITA, its mission, and its people. You represent one of the most critical components of state government, and you are a top priority to me. In addition to serving the interests of our state over the long term, I genuinely believe that by creating VITA your opportunities for expansion, training and career advancement as IT professionals are substantially improved.

VITA is the keystone of my legacy as Governor of Virginia and each of you is a trustee. Through our collective action, I believe VITA will become a model organization of which each of us will be extraordinarily proud. I know building VITA will require hard work and change over a long period of time, and that I am asking a lot of you. Please know that I support and applaud your efforts. *Let's make VITA happen!*

Sincerely,

Mark R. Warner
Governor

Message from the CIO

Welcome to VITA. The Commonwealth of Virginia is ushering in a new and exciting era of governing with the creation of the Virginia Information Technologies Agency (VITA). VITA represents the most comprehensive transformation of information technology in the nation and firmly establishes Virginia as a leader in the use of technology in the provision of government services and information.

We have a clear vision of what we together are building for our customers, our employees, and the citizens of the Commonwealth—a pioneering organization marked by dynamic partnerships, progressive thinking, and an unfailing commitment to excellence. The purpose of VITA is to provide outstanding service and technology solutions to support our customers and address their business needs reliably, consistently, and cost-effectively.

With the motto “Expect the Best,” we at VITA do just that—expect the best. We expect the best value and quality in the services we provide, expect the best in creating innovative partnerships, and expect the best of our employees. It is the people—the employees, the customers, and our stakeholders—who make VITA a success.

As such, the question is not so much “what is VITA?” as much as it is “who is VITA?” As VITA grows and evolves over the next 18 months, it will ultimately house the talents and capabilities of approximately 1,400 of the best, most committed state employees from nearly 100 agencies throughout the Commonwealth.

Please visit us frequently, get to know us and our services, and find out what’s new as we grow and evolve.

Your Everyday Guide to VITA, for VITAzens

By Jim Scott

Now that DIT¹, DTP², and VIPNet Authority³ have become VITA, we need to be prepared to say our agency's new name. "VITA" is pronounced *VEEE*-tah. It stands for "Virginia Information Technologies Agency." Don't forget that the third word is *plural*.

There's plenty of information about the transition available at the "Road to VITA web site at <http://www.to-vita.com/>. This site includes "VITA Road Map" (the VITA Transition Office), "Destination VITA" (VITA's mission and people), "Your Passport to VITA" (job applications, employee benefits), "Information Desk" (FAQs), and "Glove Compartment" (documents, news, and links).

But what you really want to know is how this transition will affect your everyday life. Let's run down some of the particulars.

- Your e-mail address will be different. For example, jscott@dit.state.va.us becomes jim.scott@vita.virginia.gov. In other words, the part to the left of the @-sign (your name) is now first name dot last name, and the part to the right becomes "vita.virginia.gov". The old address will still work until December 15, but start telling your correspondents about your new address. During the transition, mail to either address will arrive in your Outlook Inbox in the same way. By the way, not all state government e-mail addresses are making a similar change at this time; as of July 1, only VITA and the Governor's Office and Cabinet will use the new standard.
- If you get calls from customers, you probably answer the phone with something like "DIT" or "DTP" and your name. Starting July 1, substitute "VEE-ta" for our former agency names (If you plan to use the unabbreviated agency name as part of your regular greeting, bring some throat lozenges). The new phone greeting is

Good morning/afternoon/evening, this is [name], of VITA. How may I help you?

- Speaking of phones, don't forget voice mail. If your voice mail message contains any reference to our former agencies make that change on July 1, too. Be sure to include in your greeting:
 - Your full name
 - The agency name (VITA or Virginia Information Technologies Agency)
 - Alternate way to contact you, or alternate person to contact if immediate assistance is required
- Along the same lines, if you use an e-mail signature that mentions DIT, DTP, or VIPNet Authority, change that, too. Here's how:
 - To update your signature from the main Outlook window, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab.
 - In the **Compose in this message format** list, click the message format that you want to use the signature with.

¹ Department of Information Technology

² Department of Technology Planning

³ Virginia Information Providers Network



- Under **Signature**, click **Signature**, and then click **New**.
 - In the **Enter a name for your new signature** box, enter a name.
 - Under **Choose how to create your signature**, select the option you want.
 - Click **Next**.
 - In the **Signature text** box, type the text you want to include in the signature.
- By now, all those signs that said “Department of Information Technology” and “Department of Technology Planning” will have been replaced by signs with the new agency name. Watch for the old signs on E-Bay.
 - You may see some changes to your computer desktop, too, including new VITA wallpaper and screensavers. If you have icons on your computer with the DIT or DTP name in them, take a moment to rename them. Highlight the icon and right click. Choose “rename” and VITA-tize it!
 - ID badges (new badge, old picture) were replaced June 30 for most of us. Your old badge will keep working until you turn it in, and you must turn in your old badge to get a cool, new VITA badge. And if you’re reading this after July 1—no worries. Just come to Security and we’ll get you all set up.
 - Other things will be changing, too, over time. Equipment tags on computers and other equipment will be changed eventually, along with names of servers, networks, or printers that have DIT or DTP in them.
 - There are no plans to change the account numbers used for mainframe computer billing. Those numbers that start with “DIT”, and even those that still start with “DCS”,⁴ will continue to work. Whew! What a relief! You don’t need to change your JCL⁵ or ECL!⁶ On the other hand, if you run computer jobs that print reports, change any references to the agency name, particularly those that go to customers.
 - In some computer applications a three-character agency abbreviation is needed. In that context, the abbreviation for VITA will be VTA.
 - If you use business cards or agency letterhead stationery, start using the VITA version on July 1, or as soon after that as the new ones are available. Got envelopes? Large envelopes with DIT, DTP, or VIPNet Authority names and addresses pre-printed in the corner can be kept and used with new VITA stickers.
 - EBA⁷ bylaws will be changed to reflect the new agency name.
 - The new agency internet address will be <http://www.vita.virginia.gov> and the new agency *intranet* address will be <http://vitaweb>. And be on the lookout for new screensavers and desktop images.

⁴ Department of Computer Services, which headed into the sunset in 1984

⁵ (IBM) Job Control Language

⁶ (Unisys) Executive Control Language

⁷ Employee Benefit Association

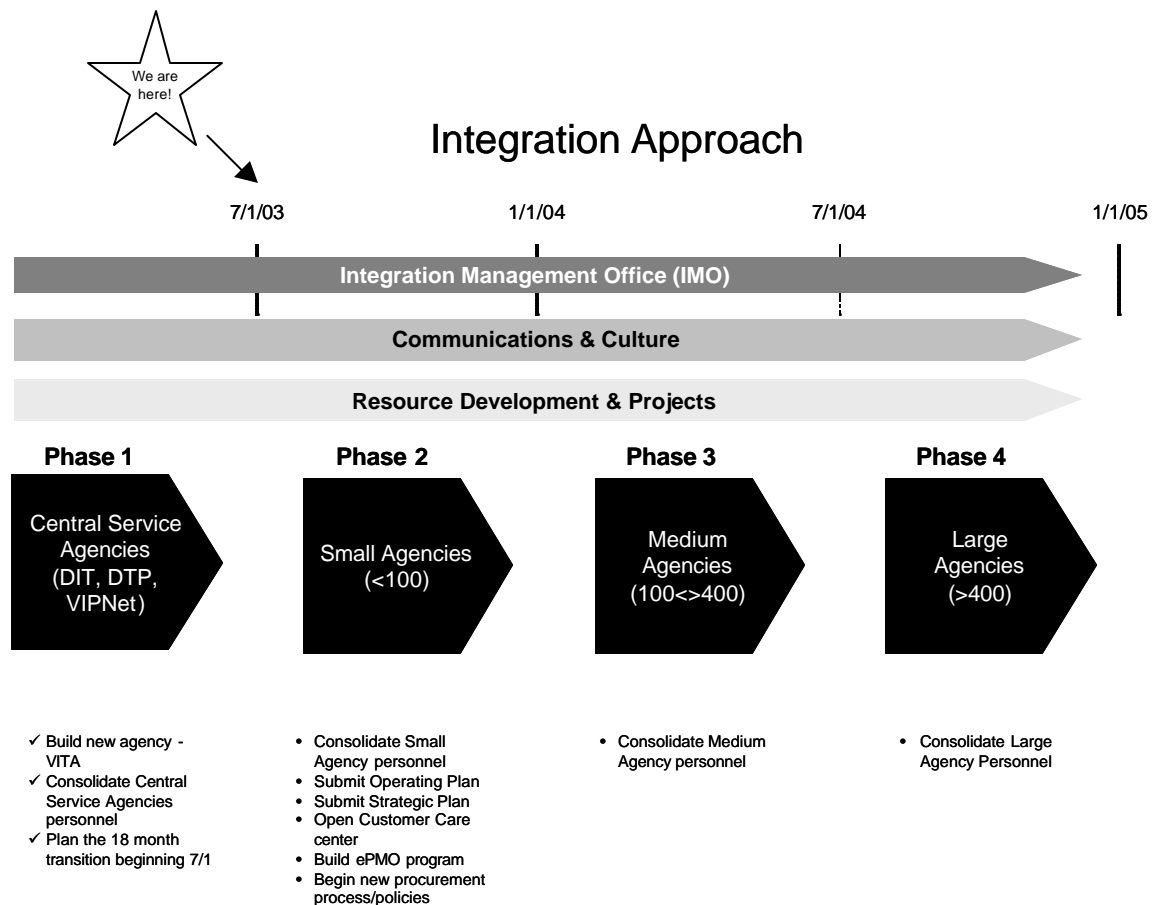


- Our organizational chart can be seen, piece by piece, on the Intranet: <http://vitaweb>. Choose the Directorates or About VITA tab.
- Finally, watch for news of VITA's Birthday—the VITA Kickoff & Employee Recognition Event on July 8th at Kanawha Plaza. Come find out who our new agency leaders are (they will be announced at the event), hear Governor Warner speak, eat some cake, and enjoy live music.

VITA Transition – Phased Approach

The Legislation that created VITA provided for a 4-phased approach to fully integrate and operate as the Virginia Information Technologies Agency. On 7/1, we complete the first phase – the consolidation of the central services agencies (DIT, DTP, VIPNet) and the creation of our newest (and one of the 10 largest) state agencies.

Integration activities will continue through the entire 19-month period ending on January 1, 2005. The Integration Management Office (IMO) and transition teams will continue to be engaged in the business of consolidating small, medium, and large agencies into VITA. Communications will continue to be a primary focus throughout the transition and we will instill the thinking to “put it on the inter/intranet FIRST” in our culture, so information is accessible where all of you can find it. The Resource Development & Projects Office will play a key role in the transition – it is the home of the IMO, the central point for retraining and placement, and a pool of resources that will assume leadership roles on special projects to continue the VITA transition. Below you can see the 4 phases and some of the key activities and special projects coming up in Phase 2.



Do you have questions about VITA policies?
Leave reporting/processing?
COVA Care and other benefits?

VITA Human Resources invites you to join us for an open forum question and answer session to address these and other human resource topics.

Cindy O'Connor from VITA Human Resources will be available during two sessions to answer your questions. The format is open-forum.... It's your meeting.... Come and get the answers and information you need.

Wednesday, July 2, 2003

8:30 a.m. to 9:30 a.m.

or

3:30 p.m. to 4:30 p.m.

4th Floor Auditorium

Please feel free to stop in any time during the sessions.

HR Policy Overview

As of July 1, 2003, VITA policies will be available via the VITA intranet site, VITAwab, including the following Human Resources policies:

Alternate Work Schedules
 Casual Dress
 Emergency Closings
 Employee Recognition
 Hiring of Relatives
 Indoor Clean Air
 On-Call

Outside Employment
 Overtime
 Recruitment and Hiring
 Return to Work
 Shift Differential
 Telecommuting
 Workplace Harassment

While the majority of the policies mirror previous DIT policies, several noteworthy changes have been made.

Policy	What's New
Workplace Harassment	Replaces the DIT Sexual Harassment policy, with a broader policy statement.
Overtime	Now addresses all forms of overtime compensation such as compensatory leave earned, straight time overtime pay, overtime leave, time and one-half overtime pay. Specific sections for exempt and non-exempt employees are also included. This policy should be thoroughly reviewed prior to assigning or working overtime.
Telecommuting	Clearly outlines technology standards for telecommuters, and reflects the employee's responsibility to pay for home-based connectivity.
Employee Recognition	Great things to come! This policy will be changing when a more formal employee recognition program is designed for VITA.

All policies will continue to be reviewed and may change to better meet personnel and organizational needs as VITA evolves over the next 18 months.

Please take a few moments to acquaint yourself with these and other VITA policies and procedures on the VITA intranet at <http://vitaweb> under the Employee Resources tab.

If you have any questions, please stop by one of the VITA HR Open Forum sessions being held in the 4th Floor Auditorium, Wednesday, July 2, from 8:30-9:30 a.m. and 3:30-4:30 p.m.



HR Policy Overview

The VITA Leadership positions that have been posted with DHRM will be announced on Tuesday, July 8th at the VITA Kickoff & Employee Recognition Event. It will be at least mid-July before these leaders can be onboard here at VITA. In the interim, you should report to the people that you have reported to in the past. We have identified interim reporting accountabilities so that you will clearly know to whom you can turn if you need help resolving problems or you need to escalate issues.

Remember that our commitment is to service continuity, and that means that if there is something that needs to be addressed we need to address it proactively. Hopefully, having this interim reporting guidance will be like carrying an umbrella – when you do, it never rains!

The following chart includes interim reporting information for VITAzens where there are vacancies in the current organizational chart.



Interim Reporting Guidance

DIRECTORATE	DIVISION	NAME	REPORTS TO	
			TITLE	NAME
RDP	RDP	Leslie Carter	CTO	C. Clark
	RDP	B. Gordon, J. Hunter, Dorwin, Hughey, Lehman, Moody, Simonoff, B. Hill, Martin	Lead RDP	Carter
Customer Support	Supv. Desktop	Chris Williams	Manager Gov Office/Billable	L. Crenshaw
	Supv. Help Desk	Bonnie Gwaltney	RDP	Moody
	Applex Support	Arlette Teele	RDP	Moody
	Admin Support	Deanna Aldridge	RDP	Moody
	Supv. Serv. Order	Don Spangler	Controller	Mavredes
Computer Services	Dept. Managers	M. King, Bryce	Mgr. Central Systems Software	Hague
	Facilities	Frick, Kolb, Payne, Swartz, Scarbrough	Mgr. Purchasing Admin.	T. Moore
	Admin. Asst.	Borinski	RDP	Carter
Integration Mgt	Dept. Manager	P. Hendricks		D. Dodson
	Project Managers	Maxwell, Brink, Deitrick		D. Dodson
Telecom	Dept. Managers	Marzolf, Davidson, Ausberry	Mgr. Central Systems Software	Hague
	Admin. Asst.	Mayo	Mgr. Network & Telco	Davidson
Business Svc.	Dept. Managers	Robertson, L. Crenshaw,		D. Dodson
	Web Services	Treagy, Gormley, Garner, Wurster	RDP	Moody
	E-Government Portal	Doss		D. Dodson
	GIS	Shinar		Ziomek
Financial Mgt.	Dept. Managers	Mavredes, Lane, Carr	RDP	B. Gordon
	Admin. Asst.	P. Weaver	RDP	B. Gordon
Human Svcs.	Prof. Devel., HR,	Tompkins, P. White, R. Williams, Wyatt, O'Connor, Gaines, J. Rogers, Akers, Casey		D. Dodson
Strategic Mgt.	Policy, EPMO	Lubic		Ziomek
	L&LS	Horvath	CTO	C. Clark
Security		Vaughan, Shaw, McCabe, Kendrick, G. Dandridge		Ambler
Acquisition Svcs.		Edmonds, J. Davis, Sells, Norris	Acting ASD	D. Wilson
	Mgr. Purchasing Admin.	Tim Moore	Controller	Mavredes
Audit			CTO	C. Clark

A Logo For All Seasons

Making its debut this summer on Web sites and print materials everywhere is the new VITA logo!

This well-dressed symbol of Virginia's newest agency is sporting two fabulous colors:

- The always-fashionable Reflex Blue.
- A vibrant Pantone 369 Green, accented by paler shades of green.

A boldly-colored look that portrays freshness, vitality and strength, this logo is part of a new line of templates that will be available for everyday use.

One Size Fits All

Like any fine logo, care should be taken to protect it and its colors. Please don't stretch it! Monitors and printers may interpret the colors differently, so it is important to follow the directions for use provided in the Logo Use Toolkit (found at the exclusive Intranet site, VITAweb).

Avoid Fashion Faux Pas

Just like steering clear of white shoes before Memorial Day, there are rules on how the logo should appear in public. It is always proper for the logo to appear in all its two-color glory on Web sites, but always with an eye toward avoiding colors that clash. And there are times, such as when making a public appearance beyond internal audiences, that the dressy two-color logo is appropriate for print publications.

When Just One Color Will Do

Based on Dept. of General Services regulations, however, materials printed in our own house of style for VITA employees must be in one color. For formal occasions, a logo outfitted in "dress blues" (Reflex) is available. And there is, of course, the classic "little black dress" version when only black-and-white will do.



Don't let these "Dos and Don'ts" get you flustered. Instructions, templates and several versions of the logo for print and online use can be found on VITAweb or by contacting Julie Rogers of the PR and Communications Management Division (julie.rogers@vita.virginia.gov) .

The VITA logo is the one piece in your workday wardrobe that will never go out of style!



Telephone Directory

Former DTP Area or Division	Current VITA Directorate and Divisions	Contact Name	Contact Telephone Number
Technology Management Policy and Planning	Strategic Management Services Project Management Division (EPMO) Policy, Practice and Architecture	Linda Hening Sally Love	371-2764 225-3622
Virginia Geographic Information Network (VGIN)	Virginia Geographic Information Network (VGIN)	Linda Hening Sally Love	371-2764 225-3622
Public Safety Communications	Telecommunications and Network Services Public Safety Communication Division	Michelle Gohlke	371-0003

Former VIPNet Authority	Current VITA Directorate and Division	Contact Name	Contact Telephone Number
VIPNet Authority	VIPNet of VITA/Business Systems E-Government Services	Sally Love	225-3622

Former DIT Area or Division	Current VITA Directorate and Divisions	Contact Name	Contact Telephone Number
Director's Area	Chief Information Office Audit and Management Services Chief Transition Office Resource Development and Projects	Jamie Breeden	371-5506
(new)	Integration Management Project Management Strategic Development and Integration	Patricia Borinski	371-5605
Computer Operations Systems Software Business and Technology Planning Facilities	Computer Services Central Data Center Operations Remote Data Center Operations Facilities Enterprise Capacity Planning and Architecture Central Technical Design and Planning Enterprise Software Support Central Systems Software	Patricia Borinski Linda Gary Brenda Cary Angela Hoffman Rae Smith	371-5605 371-5572 371-5751 371-5721 371-5741
Integrated Telecommunications Services Division Network Internet/Intranet Division	Telecommunications and Network Services Voice Systems Support Public Safety Communication (E-911) Network and Telecommunication Service Management Central LAN/WAN Engineering Support Enterprise LAN/WAN Engineering Support	Terry Mayo Jewel Faison Flo Strother	371-5542 371-5288 371-5560



Telephone Directory

Former DIT Area or Division	Current VITA Directorate and Divisions	Contact Name	Contact Telephone Number
Areas: Help Desk Telecommunications Customer Service Desktop Services	Customer Support Services Customer Support Services Enterprise Service Directors and Small Agencies Product Service Development	Deanna Aldridge	371-5712
Enterprise Solutions MIS	Business Systems Services Applications Development Management E-Government Services Knowledge System Services Data Services Data Warehousing	Sharyn Kenchen Dawn Alexander	225-2587 371-5688
Finance	Financial Management Services Finance and Accounting Fiscal Planning	Pat Weaver	371-5950
Human Resources	Human Services PR and Communications Management Professional Development Enterprise Human Resource Administration	Iris Gaines Jane Wyatt Robin Williams	371-5533 371-5905 371-5634
Legal and Legislative Services	Strategic Management Services Policy, Practice and Architecture Project Management Division (EPMO) Legal and Legislative Services	Sally Love	225-3622
Security	Security Services Critical Infrastructure Protection and Service Continuity Network and Security Architecture Mainframe and Physical Security	Gloria Dandridge	371-5711
Acquisition Services Division Finance/Purchasing Area	Acquisition Services Purchasing Administration Acquisition Services Management Contracting Services Service Development	Akua Burns	371-5987
Audit Director	Audit and Management Services IT Systems Audit/Services Financial and Performance Audit/Services Network Vulnerability Services	Ben Herman	371-5541

Principles of VITAzenship

VITA's professionals are affectionately referred to as "VITAzens," and are responsible for providing high-quality technology products and services to VITA customers. Having a VITA badge, however, does not define your VITAzenship status. Just as in society (as citizens), we VITAzens have a number of principles and values we live by.

What Does it Mean to Be a VITAZen?

Being a VITAZen means:

- **LIVING our VITA values:**
 - **Value-Add.** Everything we do adds value to our customers and VITA.
 - **Integrity.** Keep our promises with dignity and reliability.
 - **Teamwork.** Work responsively and collaboratively on common goals.
 - **Accountability.** Step up to our tasks and make the extraordinary ordinary.
- **WORKING Hard:**
 - Working hard for our customers and to address their needs effectively.
 - Working hard to make the next phases of transition as smooth as possible.
 - Working hard to build operational excellence and evolve the organization.
 - Working hard to improve our skills and abilities through training and development.
 - Working hard to support one another in common goals.
- **GOING the Extra Mile:**
 - To serve our customers, to serve VITA, and to serve one another.

What do VITAzens Need to Do Individually and Collectively?

- **Be open and responsive to change.** The organization will evolve and grow over the next 18 months, which will bring new changes (small and large). You may be asked to do something new or to work with different people than you are used to. These changes can be hard to make, particularly when we stop doing things one way but are not quite ready to start doing them in the new way—that interim time period requires flexibility, responsiveness, and a positive attitude.
- **Ensure continuity of service.** The provision of high-quality service is not a new priority—we have always been committed to providing our customers the best service we can. It is especially important that we continue to uphold our previous service commitments, address customer problems and issues in a timely and professional manner, and go that extra mile to ensure continuity of service during this time of transition. Let's show our current and future customers that they can expect the best! And speaking of which....
- **Expect the best.** VITA's motto is "Expect the Best" and it fits—our customers can expect the best value and support, citizens can expect the best investment on their tax dollars, and employees can expect the best career opportunities in state government. But that's not all. VITAzens also expect the best of each other and of themselves. This means doing our personal best every day, setting and reaching high standards, and helping our teammates do the same. It also means working to help shape VITA into the dynamic and effective organization it can be.